Applicant : Kumar et al.
Serial No. : 10/804,320
Filed : March 18, 2004
Page : 2 of 11

Attorney's Docket No.:3906-142001 / 2003P00614US01

Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1. (Previously Presented) A computer program product tangibly embodied on computer-readable storage medium and comprising computer readable and executable program instructions that when executed by a processor provide a visual display of an interaction center manager's graphical user interface on an interconnected display device, the manager's graphical user interface comprising:

an overview area displaying group statistics that relate to [[a]] an overall responsiveness measure of a selected group of interaction center agents being monitored, and that indicate a number of customers present in each of multiple different customer queues to which at least one of the selected interaction center agents being monitored is assigned, wherein one of the multiple different customer queues is a queue for customers requiring an agent having a particular language skill are organized to accommodate different customer priority levels among the multiple customer queues and are being serviced by the selected group of interaction center agents, the overview area further displaying a visual alert configured to notify the manager of a lack of coverage of the particular language skill in the queue for customers requiring an agent having the particular language skill, the visual alert being configurable by a user to be displayed when specified conditions exist for the queue for customers requiring an agent having the particular language skill; and

a detailed area, separate from the overview area, the detailed area displaying a list of each agent of the selected group of interaction center agents being monitored and further displaying for each listed agent i) an indication that an agent has the particular language skill in connection with each of the listed agents that has the particular language skill, of a language skill associated with the listed agent and ii) information specifying the availability of the listed agent during a future period of time.

Applicant : Kumar et al.
Serial No. : 10/804,320
Filed : March 18, 2004
Page : 3 of 11

Attorney's Docket No.:3906-142001 / 2003P00614US01

2.   (Previously Presented) The computer program product of claim 1, wherein the statistics are associated with user-created profiles that represent different sets of statistics displayed on the graphical user interface.

3.   (Original) The computer program product of claim 1, wherein the display in the detailed area comprises one or more of the interaction center agent's name, queues, key figures for each queue, statistical measurements and alerts.

4.   (Previously Presented) The computer program product of claim 1, wherein the at least one group statistic is selected from a group consisting of an average handling time, an average speed of answer, an abandonment rate, an average talk time, an average response time, calls per hour, calls per day, total calls by channel and total calls by state.

5.   (Currently Amended) The computer program product of claim 1, wherein the detailed area includes, for each listed agent, at least one individual statistic that includes a current availability state or a communication state for each of the listed agents.

6.   (Previously Presented) The computer program product of claim 5, wherein the communication state is selected from a group consisting of an active chat state, an active phone state, an active email state, and an active paging state.

7.   (Canceled)

8.   (Currently Amended) A computer-implemented method of customizing an interaction center manager's graphical user interface, the method comprising:

receiving a selection of interaction center agents to be monitored using the manager's graphical user interface;

receiving a selection of overview statistics that characterize [[a]] an overall responsiveness measure of the selected interaction center agents and that indicates a number of

customers present in each of multiple <u>different</u> customer queues <u>to which at least one of the</u> <u>selected interaction center agents is to be assigned,</u> wherein <u>one</u> of the multiple <u>different</u> customer queues <u>is a queue for customers requiring an agent having a particular language skill,</u> ~~are organized to accommodate different customer priority levels among the multiple customer~~ ~~queues~~ and <u>wherein the multiple different customer queues</u> are being serviced by the selected group of interaction center agents so that the overview statistics as applied to the selected agents to be monitored are displayed in an overview area of the graphical user interface;

　　　　<u>receiving a configuration of a visual alert to be provided on the overview area of the</u> <u>graphical user interface, the visual alert being configured to notify a manager of a lack of</u> <u>coverage of the particular language skill in the queue for customers requiring an agent having the</u> <u>particular language skill, the visual alert being configurable by a user to be displayed when</u> <u>specified conditions exist for the queue for customers requiring an agent having the particular</u> <u>language skill;</u> and

　　　　receiving a selection of detailed information that specifies the future availability of each of the selected interaction center agents and relates to ~~at least one~~ <u>the particular</u> language skill associated with each of the selected interaction center agents, so that the selected information associated with each of the selected agents is displayed in a detailed area of the graphical user interface.

9.　　　(Original) The method of claim 8, wherein the display in the detailed area comprises one or more of the interaction center agent's name, queues, key figures for each queue, statistical measurements and alerts.

10.　　(Original) The method of claim 9, further comprising receiving a selection of threshold values associated with each key figure.

11.　　(Original) The method of claim 10, further comprising providing an alert when a key figure exceeds the selected threshold value associated with the key figure.

12.   (Original) The method of claim 11, wherein the alert comprises a visual indication on the display.

13.   (Previously Presented) The method of claim 8, wherein the selected overview statistics are selected from a group consisting of an average handling time, an average speed of answer, an abandonment rate, an average talk time, an average response time, calls per hour, calls per day, total calls by channel and total calls by state.

14.   (Previously Presented) The method of claim 8, wherein the selected detailed information associated with each of the selected agents includes a current availability state or a communication state.

15.   (Previously Presented) The method of claim 14, wherein the communication state is selected from a group consisting of an active chat state, an active phone state, an active email state, and an active paging state.

16.   (Canceled)

17.   (Currently Amended) A system for providing an interaction center manager's graphical user interface on an interconnected display device, the system comprising one or more computers configured to provide on the graphical user interface:

        an overview area displaying group statistics that relate to [[a]] an overall responsiveness measure of a selected group of interaction center agents being monitored, and that indicate a number of customers present in each of multiple different customer queues to which at least one of the selected interaction center agents being monitored is assigned, wherein one of the multiple different customer queues is a queue for customers requiring an agent having a particular language skill, are organized to accommodate different customer priority levels among the multiple customer queues and are being serviced by the selected group of interaction center agents the overview area further displaying a visual alert configured to notify the manager of a lack of coverage of the particular language skill in the queue for customers requiring an agent

having the particular language skill, the visual alert being configurable by a user to be displayed when specified conditions exist for the queue for customers requiring an agent having the particular language skill; and

a detailed area, separate from the overview area, the detailed area displaying a list of each agent of the selected group of interaction center agents being monitored and further displaying for each listed agent i) an indication that an agent has the particular language skill in connection with each of the listed agents that has the particular language skill, ~~of a language skill associated with the listed agent~~ and ii) information specifying the availability of the listed agent during a future period of time.

18.   (Currently Amended) A system for customizing an interaction center manager's graphical user interface, the system comprising one or more computers configured to:

receive ~~receiving~~ a selection of interaction center agents to be monitored using the manager's graphical user interface;

receive ~~receiving~~ a selection of overview statistics that characterize [[a]] an overall responsiveness measure of the selected interaction center agents and that indicates a number of customers present in each of multiple different customer queues to which at least one of the selected interaction center agents is to be assigned, wherein one of the multiple different customer queues is a queue for customers requiring an agent having a particular language skill, ~~are organized to accommodate different customer priority levels among the multiple customer queues~~ and wherein the multiple different customer queues are being serviced by the selected group of interaction center agents so that the overview statistics as applied to the selected agents to be monitored are displayed in an overview area of the graphical user interface;

receive a configuration of a visual alert to be provided on the overview area of the graphical user interface, the visual alert being configured to notify a manager of a lack of coverage of the particular language skill in the queue for customers requiring an agent having the particular language skill, the visual alert being configurable by a user to be displayed when specified conditions exist for the queue for customers requiring an agent having the particular language skill; and

Applicant : Kumar et al.   Attorney's Docket No.:3906-142001 / 2003P00614US01
Serial No. : 10/804,320
Filed   : March 18, 2004
Page   : 7 of 11

receive ~~receiving~~ a selection of detailed information that specifies the future availability of each of the selected interaction center agents and relates to ~~at least one~~ the particular language skill associated with each of the selected interaction center agents, so that the selected information associated with each of the selected agents is displayed in a detailed area of the graphical user interface.